



# Mission Support Alliance

## Statement of Work

**Title: PROVIDE INSTRUCTIONAL DESIGN SUPPORT FOR NATIONAL TRAINING CENTER WORKSCOPE**

**Revision Number: 0**

**Date: February 16, 2015**

Statement of Work for  
PROVIDE INSTRUCTIONAL DESIGN SUPPORT FOR NATIONAL TRAINING CENTER  
WORKSCOPE

Revision 0

February 16, 2015

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<i>APPROVALS</i>	<i>PRINT NAME</i>	<i>SIGNATURE</i>
<i>BTR*</i>		

\* Approval for Technical Content

### 1.0 INTRODUCTION / BACKGROUND

Mission Support Alliance (MSA), in support of its prime contract with the U. S. Department of Energy (DOE), Richland Operations Office (RL), and HAMMER/Hanford Training are responsible for providing Hanford Site training and support to the DOE National Training Center (NTC). The Volpentest HAMMER Federal Training Center (HAMMER) is a U.S. Department of Energy training facility specializing in hands-on training for the Hanford Site and the nation's Homeland Security mission.

HAMMER provides world class performance-based training to DOE Hanford Contractors and their subcontractors, the DOE enterprise, Federal and military organizations, and other regional and government agencies and stakeholders.

The National Training Center (NTC) has requested the services of MSA/HAMMER to provide Department of Energy enterprise training support to the Office of Independent Enterprise Assessment and DOE organizations. Tasks are provided by NTC that require extensive safety and health as well as DOE training knowledge and experience. The goal is to promote corporate excellence and consistency across the DOE complex in safety culture, addressing training redundancy and quality that includes establishing and maintaining a training reciprocity program that implements [DOE P 364.1, Health and](#)



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[Safety Training Reciprocity](#), supports expansion of the HAMMER model, provides training support to address labor recommendations, and to identify best practices within the enterprise.

The Subcontractor is required to provide staff augmentation support as set forth herein:

## 2.0 OBJECTIVE

The HAMMER facility requires a Subcontractor to provide temporary, full-time instructional design support to the National Training Center effort that MSA/HAMMER is providing.

The selected individual will assist MSA and HAMMER Training personnel in implementing the support activities requested by the National Training Center. MSA/HAMMER is committed to providing support and services that provide effective interactive adult learning using multiple modalities to achieve course objectives.

The position may also perform evaluations to achieve cost containment, training quality monitoring and development of strategies to improve existing training performance.

## 3.0 DESCRIPTION OF WORK – SPECIFIC

Subcontractor shall provide one temporary, full-time personnel to provide instructional design support to the National Training Center effort. There could be a need for additional instructional design support supporting the National Training Center effort in the future.

It is estimated that this support will average 40 hours per week for the Subcontractor staff member assigned to this work scope. *The position is estimated to be a six month, full-time assignment.*

The position shall provide instructional design support to work being performed by MSA for the National Training Center. The individual shall support individual task managers and the Conduct of Training Manager in evaluating training options and development of training materials. Tasks will include completion of the Systematic Approach to Training (SAT) as described in DOE Orders and Handbooks, development of adult interactive training using multiple modalities, and upgrades to existing training materials to improve adult learning and retention.

The individual shall be familiar with DOE and DOE safety and health training programs. The individuals will be required to interface with workers, subject matter experts, and management to accomplish assigned tasks. A key role provided by the candidate is providing training support to the National Training Center delivering improved adult interactive safety and health training materials.



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Subcontractor shall provide approved personnel to support the NTC effort. The successful applicant will be able to plan, analyze, design, develop, implement and evaluate training materials. This position is expected to perform specific design and development tasks including but not limited to:

- Safety and Organizational Culture Training Support
- Reciprocity and training quality improvement in the enterprise
- Collaboration with other DOE Sites and Review of Best Practices Support
- Alignment of NTC and HAMMER business processes
- Assist in implementation of Vision Software at HAMMER and in alignment with existing NTC processes
- Other training support requested by NTC
- Perform analysis to identify desired learning outcomes
- Develop objectives
- Create hands-on exercises utilizing technical course content
- Write lesson plans and test questions
- Specify media
- Conduct pilot sessions and training of instructors

The Subcontractor may be asked to provide support to activities including but not limited to:

- Review existing course content and presentations and make improvement recommendations
- Develop metrics to evaluate pre- and post- training impact over time
- Facilitate and participate in safety and organizational culture course development
- Support gap training development
- Develop leading and lagging indicators for safety training courses

It is desired that the individual being considered have experience in technical and DOE activities as well as knowledge of DOE sites and in particular the Hanford site which will improve the ability of the individual to complete the necessary activities. The individual's role will be to access existing training course materials to identify potential improvements and then coordinate with instructional development, graphic, WEB, Subject Matter Experts (SME), and management to select the desired improvements and implement the necessary revisions. Written status reports will be required for assigned tasks on a weekly basis.

It is important that the applicant has the ability to conceptualize and design interactive activities for courses as well have excellent collaboration skills. The applicant will be required to transform complex, technical topics and materials into engaging and effective courses that touch multiple learning modalities. The ability to work on multiple projects



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simultaneously while meeting project quality expectations and schedule commitments is a must, as are exceptional verbal and written communication skills.

Subcontractor shall provide a weekly status report to the Buyer's Technical Representative (BTR). This report shall outline, at a minimum, what work has been accomplished in relation to the described tasks/deliverables, any concerns, and a 30-day look-ahead. This status report shall be provided by the 8 a.m. on Monday for the previous week. It can be provided via email.

## **4.0 REQUIREMENTS**

### **General**

Subcontractor shall operate to MSA policies, procedures, and processes. MSA will supervise and direct the day to day work activities of the Subcontractor's personnel.

For any work performed on the Hanford Site or any MSA controlled facility, the provisions of the On-Site Services Special Provisions, will apply to Subcontractor personnel.

### **4.1 Engineering Requirements**

No engineering requirements identified.

### **4.2 ES&H Requirements**

The Subcontractor shall perform work safely, in a manner that ensures adequate protection for employees, the public, and the environment, and shall be accountable for the safe performance of work. The Subcontractor shall comply with, and assist the Buyer in complying with Environmental, Safety, Health, and Quality (ESH&Q) requirements of all applicable laws, regulations and directives.

The Subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of ES&H functions and activities is an integral and visible part of the Subcontractor's work planning and execution processes. As a minimum, the Subcontractor shall:

- Thoroughly review the defined scope of work;
- Identify hazards and ES&H requirements;
- Analyze hazards and implement controls;
- Perform work within controls; and



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- Provide feedback on adequacy of controls and continue to improve safety management.

The Subcontractor shall flow down ESH&Q requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.

The Subcontractor and its subcontractors shall be responsible to comply with applicable City, State, and Federal requirements or regulations. Where there is a difference in regulations or requirements, the most stringent shall apply.

The Subcontractor shall perform work in compliance with facility-specific procedures and requirements documents applicable to the work area.

The Buyer's safety and health requirements will be communicated to the Subcontractor through facility-specific training and orientation, and the requirements specified in On-Site Services Special Provisions.

The Subcontractor shall take appropriate action, up to and including stopping work, and immediately notify the BTR if an unplanned risk or hazard is discovered that is not covered by directions provided by Buyer. For emergencies while on the HAMMER campus, Subcontractor shall contact HAMMER Work Control at (509) 376-5353. The Buyer will then determine whether to modify the safety requirements of this statement of work.

Safety is the first priority at HAMMER and all Subcontractors are required to strictly adhere to the policies and procedures for the Hanford Site and the HAMMER facility.

Subcontractors are not allowed to bring any prohibited articles or substances onto the Site without prior written permission. The prohibited articles include, but are not limited to, all hazardous materials, illegal drugs, explosives or incendiary devices, and firearms.

Subcontractors and its lower-tier subcontractors shall be responsible to complete an Employee Job Task Analysis (EJTA) in accordance with [MSC-PRO-11058](#), Occupational Medical Qualification and Monitoring using EJTA, for any of the following situations:

- For any Subcontractor employee who will be on the Hanford Site for more than 30 days in a year.
- For any Subcontractor employee who may potentially be exposed to hazards (e.g. radiological, beryllium, hazardous wastes, noise) while performing in accordance with the subcontract statement of work.
- For any Subcontractor employee enrolled in a medical or exposure monitoring program required by [10 CFR 851 - WORKER SAFETY AND HEALTH](#)



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[PROGRAM](#), and/or any other applicable federal, state or local regulation or other obligation.

If any of the above conditions are met, the Subcontractor and its lower-tier subcontractor employee are to have a current approved EJTA prior to that employee beginning work on the Hanford Site.

Buyer's Safety and Health Procedures are available on the internet at <http://www.hanford.gov/pmm/page.cfm/Construction>. The documents on this site are kept current and are available for Subcontractors and lower-tier Subcontractor use.

It is estimated that the assigned Subcontractor employees will be on the Hanford Site, performing the work under this statement of work for more than 30 days in a year, so an EJTA shall be completed for the assigned Subcontractor employees annually. This will be coordinated with the BTR.

### **4.3 Quality Assurance Requirements**

No quality assurance requirements identified.

### **4.4 Government Property**

There is no government property to be managed by the Subcontractor. Buyer will provide assigned Subcontractor personnel access to a personal computer to perform the work while at HAMMER.

## **5.0 PERSONNEL REQUIREMENTS**

### **5.1 Training and Qualification**

A. Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualification and certification requirements. Hanford site-specific general training requirements to safely perform this work will be designated by the Buyer's Technical Representative (BTR).

B. The following types of training qualifications are required:

Subcontractor shall participate in the required training designated by the facility. Subcontractor shall contact the BTR prior to start date for instructions and training requirements. An estimated 8 hours of training to be performed on the first day of the on-site visit.

C. The Subcontractor must meet the following minimum qualifications:

### **Required Qualifications:**



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- Bachelor's degree or an equivalent combination of education and experience.
- Thorough understanding of a systematic approach to training such as the Analysis, Design, Development, Implementation and Evaluation (ADDIE) process.
- Demonstrated competency to communicate technical topics and terms effectively to the end-user.
- Ability to transform complex, technical topics and materials into engaging and effective training that touches multiple learning modalities.
- Ability to work on multiple projects simultaneously. Experience in managing and coordinating projects meeting quality standards and deadlines.
- Excellent verbal and written communication skills.
- Working knowledge of Microsoft Office Word, PowerPoint and Excel.

### **Desired Qualifications:**

- Ability to work well in a team environment.
- Ability to work well with a diverse population.
- Excellent collaboration skills.
- Knowledgeable of current and emerging instructional technologies and design.
- Hanford experience.
- Strong proofing and editing skills
- Five years or more of occupational experience in training and/or education or an advanced degree (master's degree or higher.)
- Working knowledge of Storyline web-based training development software.
- Working knowledge of VISION software.

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## **5.2 Security and Badging Requirements**

- A. For any on site work, see Special Provisions – On-Site Services for details.
- B. The Subcontractor shall wear a Buyer-issued security badge identifying themselves. A minimum of two working days advance notice is needed for site badging.
- C. Subcontractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.
- D. Prior to obtaining a security badge, assigned Subcontractor personnel shall complete Hanford General Employee Training (HGET), Courses 000001 & 110001. In addition, assigned Subcontractor personnel shall complete the HAMMER Facility Orientation, Course 002890. This training is estimated to take 8 hours to complete.





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When assigned Subcontractor personnel have completed those courses, Subcontractor shall notify the BTR.

### **5.3 Work Location/Potential Access Requirements:**

This work scope shall be completed at the HAMMER Facility. The work to be completed at the HAMMER Facility will be performed in an office environment/conference/class room.

No special access requirements or hazardous conditions exist at the HAMMER facility. Any special requirements for the HAMMER facility are to be coordinated with the BTR.

### **5.4 Site Access and Work Hours**

Hanford personnel at the Hanford Site work a standard 4/10 schedule. The standard work week consist of ten (10) hours of work between 6:00 am and 4:30 pm, with one-half hour designated as an unpaid period for lunch, Monday through Thursday.

Work performed outside normal operating hours shall be coordinated and/or approved through the BTR and/or the Contract Specialist prior to performing the work.

Access to the HAMMER facility shall be from 5:30 a.m. to 5:00 p.m. Monday through Thursday unless previous arrangements have been made with HAMMER Operations. HAMMER operates on a 4x10's schedule; however, non-standard hours of support may be required.

This work is expected to be done on a 4x10's schedule. The standard work day for a 4x10 schedule consists of 10 hours of work between 6:00 AM and 4:30 PM with one-half hour designated as a period for lunch. Work performed outside normal operating hours shall be coordinated and/or approved through the BTR prior to performing the work.

### **6.0 MEETINGS, SUBMITTALS**

Subcontractor shall participate in all meetings as required by the Buyer's Technical Representative (BTR). No submittals.

### **7.0 DELIVERABLES, PROJECT CONTROLS, MILESTONES AND PERFORMANCE SCHEDULE REQUIREMENTS**

#### **7.1 Deliverables**

As noted in Section 3.0.





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Provision of instructional design support as described in Section 3.0 is the acceptance criteria that MSA will use to determine that the Subcontractor's work is considered acceptable.

### **7.1 Schedule**

Projected Start Date: March 16, 2015  
Completion Date: September 16, 2015

### **8.0 Special Requirements**

In accordance with the HAMMER Weapons Policy, non-law enforcement/U.S. Military personnel or law enforcement/U.S. Military personnel who are not representing their agency/branch in an official capacity may not possess weapons or ammunition within HAMMER, i.e., all areas within the HAMMER perimeter fence.